

**Policy to Protect Investors from Unauthorized Schemes/Frauds Due to Impersonation**

**1. Objective:**

To safeguard investors from fraudulent activities, including impersonation of registered brokers or misuse of their names, particularly on digital platforms like social media, messaging apps, and websites.

**2. Scope:**

This policy covers any instance where the broker's name, logo, employee identity, or reputation is misused to promote unauthorized investment schemes, fraudulent advisory services, or phishing attempts targeting investors.

**3. Identification & Monitoring System:**

- Continuous surveillance of digital platforms including Facebook, Telegram, Instagram, YouTube, and WhatsApp for impersonation attempts.
- Monitoring of investor complaints received via emails and NSE investor grievance portals.
- Use of cyber tools to detect and report fake profiles and scam links.
- Employees are required to report any suspected impersonation or fraud attempts immediately to the compliance officer.

**4. Investor Awareness Measures:**

- Regular investor advisories are published on the official NSE India website: <https://www.nseindia.com/invest/advisory-for-investors>.
- Educational webinars and social media campaigns to help investors identify genuine brokers and avoid traps.
- Warning against transferring money to personal accounts or investing based on messages from unofficial channels.

**5. Actions Taken Against Impersonation:**

- Filing of complaints with cybercrime departments and law enforcement agencies.
- Reporting fake accounts and content to platform administrators for takedown.
- Issuing public notices on the company website and investor bulletins.

**6. Redressal & Reporting Mechanism:**

Investors encountering such fraudulent schemes or impersonation should report immediately via:

- Email:
  - [dl-mem-imprs@nse.co.in](mailto:dl-mem-imprs@nse.co.in)
  - [inspectionahm@nse.co.in](mailto:inspectionahm@nse.co.in)
  - [inspection\\_cro@nse.co.in](mailto:inspection_cro@nse.co.in)
  - [delhi\\_inspection@nse.co.in](mailto:delhi_inspection@nse.co.in)
  - [compliance\\_wro@nse.co.in](mailto:compliance_wro@nse.co.in)
  - [compliance\\_assistance@nse.co.in](mailto:compliance_assistance@nse.co.in)

**7. Internal Compliance:**

- Quarterly reviews of fraud incidents and improvements to monitoring systems.
- Training for staff to identify and report fraudulent schemes effectively.
- Strict internal disciplinary action in case of employee collusion or negligence.

**8. Disclaimer:**

Investors are advised to verify all investment-related communications and avoid unauthorized agents, schemes, or links not originating from official broker domains.

In case of any queries, you may reach out to 91-22-22020682 or mail on [investorgreivance\\_dfspl@hotmail.com](mailto:investorgreivance_dfspl@hotmail.com)